



**HUMAN SERVICES**  
DEPARTMENT

Susana Martinez, Governor  
Brent Earnest, Secretary Designate  
Marilyn Martinez, Acting Director

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## General Information Memorandum

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**ISD-GI 14-63**

**TO: ISD Employees**

**FROM:**  Marilyn Martinez, Acting Director, Income Support Division

**RE: Required Postings**

**DATE: December 20, 2014**

Attached is an updated list of required lobby posters and pamphlets. Please post both the English and the Spanish posters next to each other in an area that is easily visible to clients. Desired locations for posting are included in the attached list.

If you have questions regarding the list or need posters, the contact person is Carolyn Craven at (505) 827-7224 or email at [carolyn.craven@state.nm.us](mailto:carolyn.craven@state.nm.us).

Attachment:

Required Lobby Posters listing

Required:	Display:
<b><i>And Justice for All Poster</i></b> <i>Revised 12/99</i>	Post on a prominent bulletin board in the lobby waiting area.
<b><i>Application Flowchart</i></b> <i>ISD 410 Revised 11/12/02 &amp; ISDSP 410 Revised 5/20/03</i> <i>See ISD-GI 03-20 dated 07/28/03</i>	<b>Must be in English and Spanish posted side by side.</b> Post on same bulletin board with <i>And Justice for All</i> poster if at all possible.
<b><i>FOOD STAMP RIGHTS poster.</i></b> <i>FSP440 and FSP440</i>	<b>Must be in English and Spanish posted side by side.</b> Post on same bulletin board with <i>And Justice for All</i> and the <i>Application Flowchart</i> poster if at all possible.
<b><i>ABC's for Applying for Assistance Poster</i></b> <i>ISD 625 &amp; ISDSP 625 Revised 07/01/03</i> <i>See ISD-GI 03-20 dated 07/28/03</i>	<b>Must be in English and Spanish posted side by side.</b> Should be posted in prominent location as close to the <i>Application for Assistance</i> as possible.
<b><i>Serving New Mexico Families (pamphlet)</i></b> <i>ISD 600 Revised 07/10/08 &amp; ISD 601 Revised 04/01/09 See ISD-MR 08-08 dated 09/18/08</i>	<b>Must be in English and Spanish.</b> Should be available in lobby area near <i>Application for Assistance</i> or with other pamphlets on display.
<b><i>DHG Agreement</i></b> <i>Dated 8/21/98</i>	<b><u>Must be displayed near the ABCs for Applying for Assistance</u></b> and must be readily available for review (not behind a barrier).
<b><i>Voter Registration Poster</i></b> <i>ISD-MR 11-16(Amended) dated 1/7/13</i>	<b>Must be in English and Spanish posted side by side.</b> Post on a prominent bulletin board in the lobby waiting area or at the Reception/Greeter window.
<b><i>EBT Poster</i></b> <i>EBT 605 &amp; EBTPSP 605 Revised 09/01/10</i> <i>See ISD-MR 10-14 dated 9/27/10</i>	<b>Must be in English and Spanish posted side by side.</b> Post on a prominent bulletin board in the lobby waiting area. Can be placed near the Reception/Greeter/Intake window. Multiple posters are acceptable.
<b><i>CTS Language Link</i></b> <i>See ISD-GI 13-23 dated 02/22/13</i>	One copy should be posted at a location which is the first line of sight upon entering the office, usually the Guard's desk or Greeter window. A second poster should be displayed prominently in the lobby waiting area.
<b><i>Fair Hearings Poster</i></b> <i>ISD 616 &amp; ISDSP 616 Revised 12/15/14</i> <i>See ISD-MR 14-19 dated 12/19/14</i>	<b>Must be in English and Spanish posted side by side.</b> Post on a prominent bulletin board in the lobby waiting area or at the Reception/Greeter window.
<b><i>Fair Hearings Brochure</i></b> <i>ISD 615 &amp; ISDSP 615 Revised 12/16/2014</i> <i>See ISD MR 14-19 dated 12/19/2014</i>	<b>Must be in English and Spanish side by side.</b> Display brochures so they are available to clients in the lobby area.
<b><i>Action Against Threats</i></b> <i>ISD 620</i> <i>See ISD MR 12-19 dated 9/24/12</i>	<b>Must be in English and Spanish.</b> Post in lobby so that it is easily visible to clients.
<b><i>Diversion Payment Poster</i></b> <i>ISD 627 Revised 3/1/2013</i> <i>See ISD MR 13-07 dated 3/8/2013</i>	<b>Must be in English and Spanish.</b> Post in office lobby.
<b><i>Kiosks Poster</i></b> <i>See GI 13-50 dated 9/30/13</i>	<b>Must be in English and Spanish.</b> Post in lobby above or inside each kiosk.
<b><i>Paper Applications Poster</i></b> <i>See GI 13-50 dated 9/30/13</i>	<b>Must be in English and Spanish.</b> Place in a prominent location in the lobby and other customer service areas in the office.

<p><b><i>Grievance Procedure under The ADA (Americans with Disabilities Act)</i></b>  <i>ISD 672 and ISDSP 672 Revised 8/12/14</i>  <i>See MR 14-18 dated 10/30/14</i></p>	<p><b>Must be in English and Spanish.</b>  Place in a prominent location in the lobby and other customer service areas in the office.</p>
<p><b><i>Notice under The Americans with Disabilities Act</i></b>  <i>ISD 670 and ISDSP 670 Revised 8/12/2014</i>  <i>See MR 14-18 dated 10/30/14</i></p>	<p><b>Must be in English and Spanish.</b>  Place in a prominent location in the lobby and other customer service areas in the office.</p>
<p><b><i>Notice of Right to Inspect Public Records</i></b>  <i>IPRA 001 and IPRASP 001 Issued 10/22/14</i>  <i>See GI 14- 62 dated 12/4/14</i></p>	<p><b>Must be in English and Spanish.</b>  Place in a prominent location in the lobby and other customer service areas in the office.</p>
<p><b><i>Children in Lobby</i></b>  <i>ISD 800 and ISDSP 800 Issued 10/22/2014</i>  <i>See GI 14-62 dated 12/4/14</i></p>	<p><b>Must be in English and Spanish.</b>  Place in a prominent location in the lobby and other customer service areas in the office.</p>

**Distributed December 19, 2014**